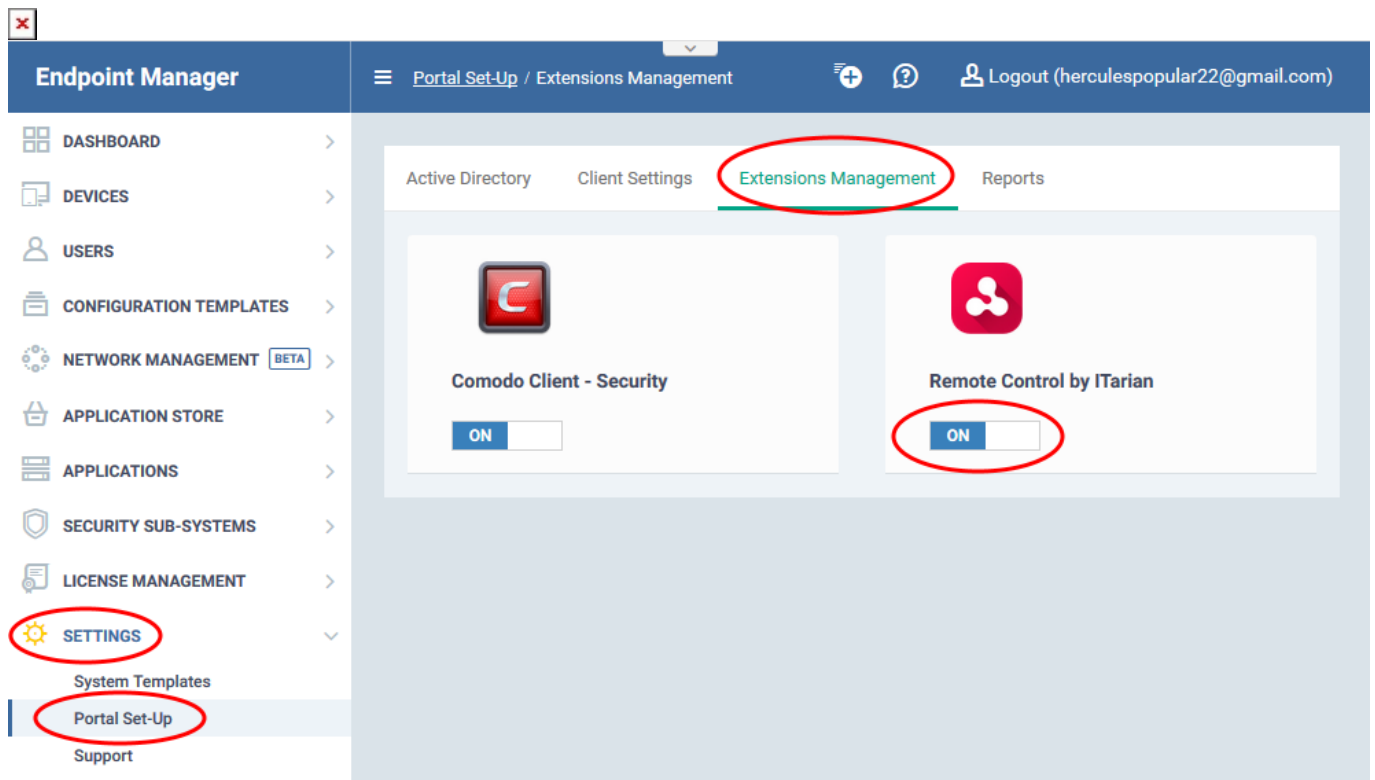


How to disable the Remote Control feature

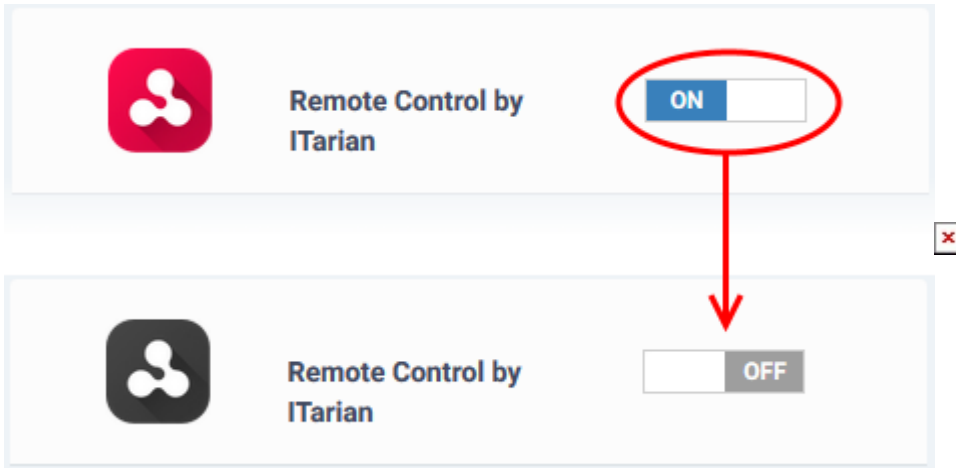
- The remote control application lets admins take-over endpoints to solve issues, install third party software and run system maintenance.
- This tutorial explains how to disable remote control in the Endpoint Manager. This will prevent any admin from assuming direct control of managed endpoints on the profile.
- You can quickly re-enable the feature if required.

Process in brief:

- Login to Comodo One/ Dragon
- Click 'Applications' > 'Endpoint Manager'
- Click 'Settings' > 'Portal Set-up' > 'Extensions Management'

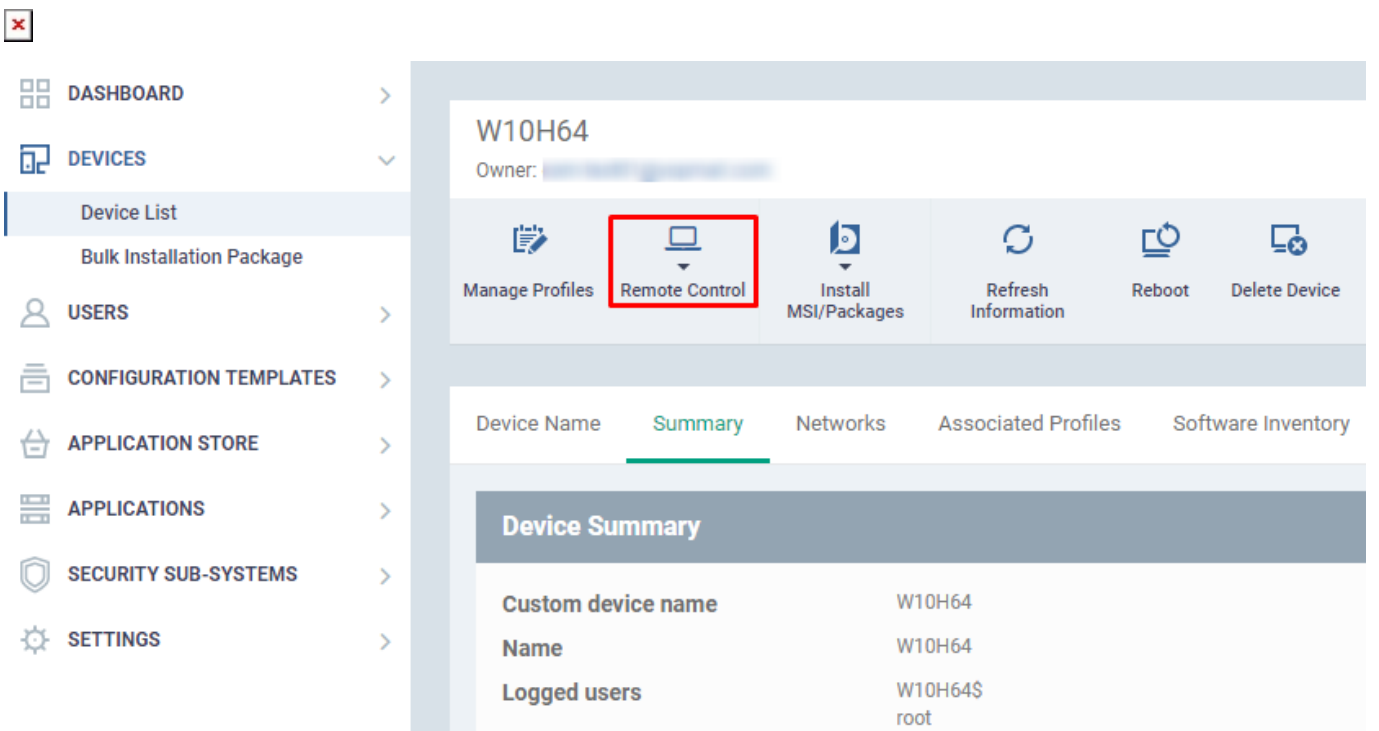
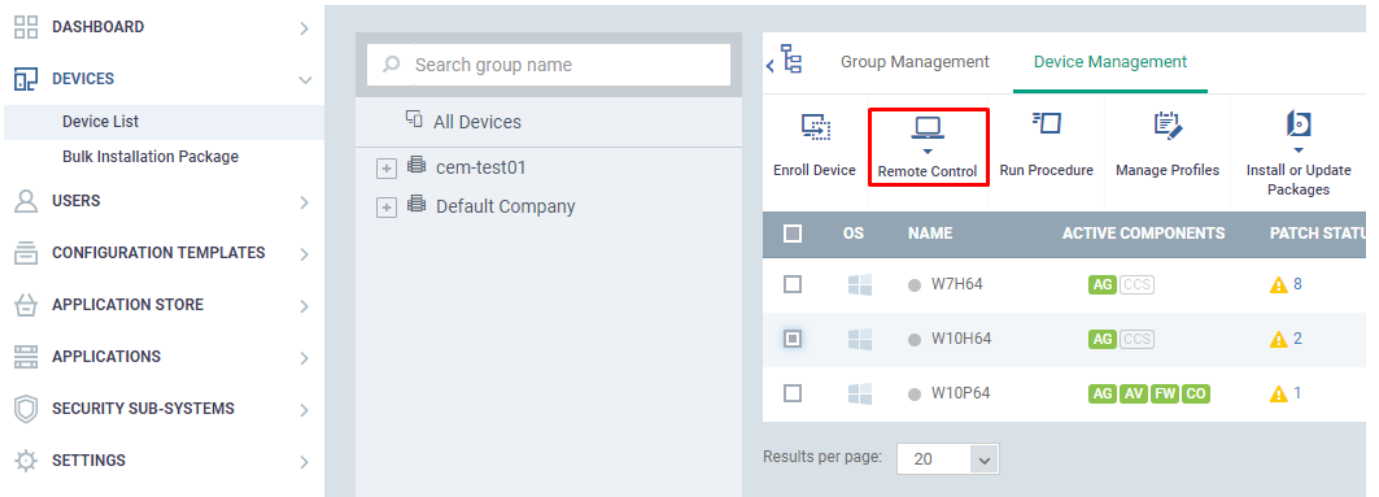


- Switch off 'Remote Control by ITarian':



- The 'Remote Control' option will disappear from the device list and from the device details page:

Before



After

Search group name

All Devices

- cem-test01
- Default Company

Group Management | Device Management

No Remote Control icon

Enroll Device | Run Procedure | Manage Profiles | Install or Update Packages | Refresh Device Information

OS	NAME	ACTIVE COMPONENTS	PATCH STATUS
Windows	W7H64	AG CCS	8
Windows	W10H64	AG CCS	2
Windows	W10P64	AG AV FW CO	1

Results per page: 20

W10P64

Owner: [Redacted]

No Remote Control icon

Manage Profiles | Install MSI/Packages | Refresh Information | Reboot | Export Security Configuration | Delete Device | Change Owner | Change Ownership Type

Device Name | Summary | Networks | Associated Profiles | Software Inventory | File List | Exported Cor

Device Summary		OS Summary
Custom device name	W10P64	OS
Name	W10P64	OS name
Logged user	root	OS version
AD\LDAP	10.108.51.2	Service pack
Domain\Workgroup	c1ops.net	Build version